

**DEPARTMENT OF CONSUMER AFFAIRS
BUREAU OF SECURITY AND INVESTIGATIVE SERVICES**

ORDER OF ADOPTION

The Department of Consumer Affairs, Bureau of Security and Investigative Services, is hereby adopting a regulation in Division 7 of Title 16 of the California Code of Regulations as follows:

ARTICLE 9. SKILLS TRAINING COURSE FOR SECURITY GUARDS

643. SKILLS TRAINING COURSE FOR SECURITY GUARDS

The course of skills training for licensed security guards shall follow the standards prescribed by the Department of Consumer Affairs. Pursuant to section 7583.6 of the Business and Professions Code the following outline includes the subjects that shall be taught and the maximum number of hours that shall be allowed towards meeting required training. For each course, or series of courses, the institution or company providing the training shall issue a Certificate of Completion to the individual completing the course. The certificate shall identify the course(s) taken, the number of hours of training provided, identification of the issuing entity, name of the individual and instructor and a date, and state that the course(s) comply with the Department of Consumer Affairs Skills Training Course for Security Guards. Further, the certificate should be serially numbered for tracking.

I. POWER TO ARREST COURSE OUTLINE

The Power to Arrest Course consists of eight (8) hours of training that shall be completed prior to a licensed guard standing post. The course will consist of lecture, discussions, exercises and role-playing in addition to reading and completing the Department of Consumer Affairs Power to Arrest Training Manual. Pursuant to Business and Professions Code Section 7583.7. (a) the following outline includes specific subjects that shall be taught in the recommended format.

A. Training

8 hours

Objective: To familiarize and instruct the individual on the legal aspects, techniques, liability, and company requirements relating to the arrest of an individual. This will include lecture, discussion, exercises and role-playing.

1. Overview of Power to Arrest Manual and subject matter.
2. Definition of arrest and discussion on the implications to the subject, the guard and the company.
3. Lecture/discussion on escalation and de-escalation techniques in the use of force, including role-playing and/or exercises.
4. Exercises in the use of restraint techniques and their implications.
5. Discussion of trespass laws and implications of enforcement, including role-playing in the proper application of trespass laws.
6. Completion of the Power to Arrest Training Manual Test with 100% score in accordance with the Manual's Administering Instructions.

II. MANDATORY COURSES OUTLINE

Objective: To familiarize and instruct the individual on basic skills and provide a common body of knowledge in the performance of guard work. All courses shall include information and subject matter pertaining to the outline provided. Additionally, all courses shall include written material,

lecture and exercises to assure that the individual comprehends the subject matter presented. Two of the mandatory courses shall be completed within the first thirty (30) days from the day the guard registration card is issued (8 hours). The remaining two courses shall be completed within the first six (6) months from the day the guard registration card is issued (8 hours). Pursuant to Business and Professions Code Section 7583.6. (b) the following outline includes subjects that shall be taught and the maximum number of hours that will be allowed toward completion of the Mandatory Courses.

A. Public Relations (Community & Customer)

4 hours

1. Gender & Racial Harassment & Discrimination
2. Respect:
 - Stereotyping
 - Attitude
3. Verbal Skills / Crisis Intervention
4. Cultural Diversity
5. Substance Abuse & Mental Illness
6. Ethics & Professionalism
 - Appearance
 - Command Presence
 - Proper Conduct

B. Observation & Documentation

4 hours

1. Report Writing
2. English as a Second Language
3. Observation and Patrol Techniques
4. Asking Appropriate Questions
5. Observing Suspects/Suspicious Activity

C. Communication and its Significance

4 hours

1. Internal
 - Contract Support (Who to Contact & When)
 - Radio / Monitors
 - Other Technology
2. External
 - Firefighters
 - Medical Personnel
 - Police / Sheriff / Other Enforcement
 - City Services / Government Services

D. Liability / Legal Aspects

4 hours

1. Personal / Contractor / Employer
2. Criminal, Civil, Administrative
3. BSIS Code & Regulations
4. Role of a Security Guard

III. ELECTIVE COURSES OUTLINE

Objective: to familiarize and instruct the individual of basic employer requirements in the performance of guard duties. Additionally, to provide the employer and the individual with the opportunity to select additional course work to improve the skills and knowledge of the individual. The listed courses should include a mixture of written materials, lecture and exercises. The hours listed are the maximum number of hours that will be accepted as part of the 16 hours of elective training. A minimum of eight (8) hours of elective courses shall be completed within the first thirty (30) days from the day the guard registration card is issued. An additional eight (8) hours of elective courses shall be completed within the first six (6) months from the day the guard registration card is issued. Pursuant to Business and Professions Code Section 7583.6. (b) the following outline includes subjects that shall be taught and the maximum number of hours that will be allowed toward completion of the elective courses.

A. Post Orders & Assignments

4 Hrs. Maximum

1. Site Specific Training
2. Equipment
 - Monitoring
 - Communication
 - Alarms
 - Elevators, Etc.
3. Emergency Response Issues
4. Liability Implications
5. Lost / Found Articles

B. Company Policies / Orientation

4 Hrs. Maximum

1. Company Reports / Paperwork
2. Reporting Processes / Procedures
3. Tax Forms, Health Forms, Etc.
4. Uniforms
5. Work Schedules
6. Other Internal Policies, Processes or Procedures

C. Evacuation Procedures

2 Hrs. Maximum

1. Fire / Life / Safety / Acts of Nature
2. Working Knowledge of Evacuation Routes
 - Stairs
 - Elevators
 - Doors
3. Power Outage
4. Specific Points of Contact

D. Officer Survival

4 Hrs. Maximum

1. Threat Assessment
2. Subject Contact
3. Safety Awareness

4. Blood Born Pathogens
5. Environmental Issues

E. Arrest, Search & Seizure (more advanced than PTA course) 4 Hrs. Maximum

1. PC 836, 837 & the Differences
2. US Constitution & Amendments Impacting Guard Responsibilities
3. Loss Prevention

F. Access Control 2 Hrs. Maximum

1. Identification Procedures
2. Electronic Use – Manual

G. Trespass 4 Hrs. Maximum

1. Open Land
2. Private Property
3. Private Building
4. Public Property

H. Criminal Laws 2 Hrs. Maximum

1. Specific to Post Assignment

I. First Aid / CPR 4 Hrs. Maximum

1. American Red Cross Courses
2. American Heart Association Courses
3. Automatic Defibrillator Devices (AED's)

J. Handling Difficult People 4 Hrs. Maximum

1. Communications
2. Conflict Management
3. Speaking Constructively
4. Valuing Diversity
5. Negotiating

K. Work Place Violence 4 Hrs. Maximum

1. Detecting Unusual Behavior/Warning Signs
 - Worker to Worker
 - Client to Customer
 - Boss to Subordinate
2. Anger Management
3. Valuing Diversity
4. Personal Security
5. Reporting

L. Chemical Agents 8 Hrs. Maximum

1. Tear Gas Use and Effects
2. Pepper Spray Use and Effects
3. Air Borne Chemical Agents
4. Water Borne Chemical Agents

M. Bomb Threats

4 Hrs. Maximum

1. Federal Training
2. State Training
3. POST Training

N. Preserving the Incident Scene

4 Hrs. Maximum

1. Identifying Evidence
2. Care and Handling of Evidence
3. Quarantining the Immediate Area
4. Legal Issues to Evidence Tampering and/or Removal

O. Crowd Control

4 Hrs. Maximum

1. Controlling Boisterous Celebrations
2. Handling Disputes
3. Confronting Conflicts Constructively
4. Planning for Civil Disobedience/Disturbances

P. Driver Safety

4 Hrs. Maximum

1. Cars
2. Bicycles
3. Golf Carts

Q. Supervision

4 Hrs. Maximum

1. Roles and Responsibilities
2. Legal Liability

R. Terrorism

4 Hrs. Maximum

S. Courtroom Demeanor

4 Hrs. Maximum

T. Parking / Traffic Control

2 Hrs. Maximum

U. Radio Procedures

2 Hrs. Maximum

IV. CONTINUING EDUCATION

Objective: to provide additional or remedial instruction in approved subject matter. The continuing education requirement, of an additional eight (8) hours annually, pursuant to Business and Professions Code Section 7583.6. (f) (1), commences on or after January 5, 2005. The annual training shall be supported by an annual employer evaluation of the licensed guards' skills. This training can be a repeat of a previous course(s) if the evaluation supports that the employee is

deficient in the skills or capabilities, or can be additional course(s) selected from among the approved electives. An elective course identified in this section with a stated maximum of four (4) hours for initial skills training may be expanded to an eight (8) hour course for purposes of meeting the annual continuing education requirement.

Note: Authority cited: Section 7581, Business and Professions Code. Reference: Sections 7583.6 and 7583.7, Business and Professions Code.

STEVEN V. GIORGI, CHIEF
BUREAU OF SECURITY & INVESTIGATIVE SERVICES

DATE